A survey was conducted **between June 2017 – November 2017** at Downsfield Medical Centre.

Surveys were made available to patients for the whole of this time in the waiting room and handed to patients personally. You may have noticed that patients participated in getting as many survey’s completed by attending the surgery on busy evenings and personally handing patient a survey to complete, these patients were patients of our Patient Participation Group who very kindly offered to help with gathering information.

*The surgery would like to thank the Patient Participation Group (PPG) for all their help in gathering this information for us.*

In total 57 completed surveys were returned, most were completed fully and many included comments in the sections provided for that purpose.

As a practice we are delighted by the results of the survey and are pleased that the efforts of doctors, nurses and reception staff are appreciated and valued by our patients. We also seriously note the few negative comments and combining these with the suggestions made by patients would like with the help of the Patient Participation Group to draw up an action plan for the next twelve months.
63% of patients said that it was good, very good or excellent when trying to get through to the Practice via the phone. The Practice Survey in 2016 showed that the speed at which the telephone was answered was generally good with 27 patients finding it easy to get through on the phone compared to 15 patients who thought this was sometimes difficult. Fortunately this was rectified in 2016 when a new upgraded telephone system was introduced to patients and the survey today shows improvement in patient satisfaction. This also reflects the national patient survey results for 2017.
In the 2016 survey 55% of patients said they thought the waiting time to be seen by the GP or Nurse could have been better. Today's survey shows that 74% of patients who took part in this survey were happy with the waiting times to see a GP or Nurse. This also reflects in the National Patient Survey for 2017 where 46% of patients said they did not have to wait too long to be seen compared to the national average of 58%.

We asked patients how helpful they found the receptionists at the surgery. We are pleased to say that 92% of patients said they found the receptionist's good, very good or excellent. This reflects the national patient survey where 86% of patients said the receptionists were helpful.
We asked patients if they were able to see the Doctor or their choice. 79% of patients said they felt this experience good, very good or excellent.

We asked patients how easy they found it to get an appointment. 88% of patients felt that it was a reasonable experience to get an appointment at the Practice of which 30% said it was a fair experience. The Practice is currently in the process of recruiting an Advanced Nurse Practitioner and we are hoping that this will help with the appointment demand.
We asked patients how involved they feel in their care. 74% of patients happily said that they feel involved in their care which reflects the national patient survey where 85% of patients felt that the last Nurse they saw was good at involving them in decisions about their care.

We asked patients if they felt the Practice suited them. 92% of patients said they felt the Practice suited them.
96% of patients said that the cleanliness of the Practice was good, very good or excellent with an impressive 84% saying it was very good or excellent. The Practice continues to follow strict guidelines to maintain the Practice’s cleanliness.

87% of patients said that the Practice opening hours were good, very good or excellent with a very small percentage of 12% who said that the opening hours were fair or poor.
82% of responses were positive in recommending this surgery to someone new in the area with 17% of responses who rated this area as fair, poor or had no experience in being able to recommend this surgery to someone new in the area. This in comparison to the National Patient Survey showed that the in house service was more encouraging as only 62% of patients said they would recommend this Practice to someone new to the area. However the in house survey was also above the national average level which is only 77%.
Obtaining a repeat prescription

The Practice follows policies and procedures to ensure patient prescriptions are ready on time. The survey showed that 83% of patients were happy with their prescriptions being done on time.

All staff at the surgery are trained and competent in making sure prescriptions are issued correctly. Compared to the survey carried out in 2016 where 83% of patients felt that their prescriptions were issued correctly most of the time, today’s survey show that 87% of patients said that the service they received was good, very good or excellent.
90% of patients were happy that their queries were handled appropriately. This was very similar in 2016 where 82% of patients were happy with how their queries were handled.
64% of patients were happy with how they were informed about their test results.

Level of satisfaction with the amount of information provided
83% of patients felt that the information provided by the reception staff was good, very good or excellent. In 2016 only 78% of patients felt that the information provided was good therefore the Practice has improved in this area.
Compared to the survey carried out in 2016, 80% of patients felt that the Practice provided sufficient information about services provided in comparison to the 77% in 2016.
COMMUNICATION NEEDS

Do you have any problems when communicating with the staff or doctors/nurses?

Yes: 2  
No: 40

Do you have any additional needs that require support? E.g. hearing or visual impairment

Yes: 1  
No: 41
We asked patients about their communication needs and we found that...

- 95% of patients did not have any problems when communicating with the staff including the doctors and Nurses.

- 97% of patients did not have any additional needs which required support.

- 89% of patients felt satisfied with the Practice overall in 2017 compared to the survey carried out in 2016 where only 74% of patients felt satisfied with the Practice.
89% of patients felt satisfied with the Practice overall in 2017 compared to the survey carried out in 2016 where only 74% of patients felt satisfied with the Practice. This reflects the National Patient Survey where 83% of patients described their overall experience of this surgery as good which was also above the local average of 81%.